



Complaint Questionnaire - Fax back to 01204 888154

Brookhouse Mill, Greenmount, Bury, BL8 4HR. Tel: 01204 881234
customerservice@commarcarpets.co.uk



All complaints must be inspected by the retailer before completing this form. When faxing, please use black pen

Account	
Company Name	MR CARPET
Address Line 1	293-299. Upper -
Address Line 2	RICHMOND ROAD
Address Line 3	EAST SHEEN
Postcode	SW14-8AS
A/c Code	MRC 002
Tel	0208-876-9126
Fax	
Contact name	JOHN DREDGE
e mail address	SHEENBRANCH@MRCARPETLONDON.CO.UK

Store (Only to be completed where different to account)	
Company Name	
Address Line 1	
Address Line 2	
Address Line 3	
Postcode	
Contact Name	
Tel	
Fax	

Date complaint form sent:

Consumer (if applicable)	
Contact Name	DOUGLAS ATCHISON
Address Line 1	11 HOOD AVENUE
Address Line 2	LONDON
Address Line 3	
Postcode	SW14-7LH
Tel (Home)	
Tel (Work)	
Tel (Mble)	07725-910229
Occupants at address: Adults	2
Children	
Pets	0
Vacuum Type (Upright / Cylinder)	NOT
Vacuum Age	Yrs
Price paid for carpet (inc. Fitting and underlay Yes/No)	KNOWN

Carpet Details (for each piece)				
Ref. Range & Colour	Length	Width	Commar Ord/Inv No	Customer P/Order Ref
Home countries Pacific Park	15m 5		SEZ W1760677	
MR CARPET RESTRICTED	-		18/09/20	
			01/07/21	
			24/03/22	

Installation (if applicable)		NB This date must be supplied to avoid delay	
Date Fitted	Yes/No	Underlay Type	
	<input checked="" type="checkbox"/>	CRIPPER	PJ
Method of fitting		WOOD	
Type of floor		BEES/LOUNGE/HSL	
Room(s) carpet fitted			
Was advice given on shading at point of sale?	Yes/No	Was advice given on flattening at point of sale?	Yes/No
Was advice given on colour-matching at point of sale?	Yes/No	Has the carpet been cleaned or treated since installation?	Yes/No

PLEASE ENTER FAULT DETAILS BELOW

WE HAVE RESTRICTED THIS CARPET THREE TIMES AND AGAIN ITS COME BAGGY. THIS HAS ALWAYS BEEN A PROBLEM WITH HOMECOUNTRIES AND UNTIL NOW WE HAVE COULDED THE COST.

(A full description of the nature of the fault can speed-up the processing of this complaint)